



2017 Open Enrollment Webinar

The Outreach and Sales Distribution Services Team

November 2, 2016

OutreachandSales@covered.ca.gov

1. **Open Enrollment 2017**
2. **Marketing Campaign & Bus Tour**
3. **Website Refresh**
4. **Opportunities to Engage**
5. **Online Application (CalHEERS) Update**
6. **Certification with Covered California**

AGENDA

November 2, 2016



OPEN ENROLLMENT 4



Open Enrollment Facts

- From 2013 to 2015, nearly **3.2 million** Californians have gained health insurance
- In raw numbers, **California's enrollment of nearly 3.2 million into insurance coverage is more than the next three states combined**
- This helped California **cut its uninsured rate in half**, from 17.2 percent to 8.6 percent
- The 8.6 percent decrease is **the largest of any state in the nation**
- 92 percent of Californian's have **at least 3 plans** to choose from and none will have fewer than 2

OPEN ENROLLMENT 2017



Open Enrollment Facts

- Approximately almost 400,000 remaining uninsured are subsidy eligible in California
 - Most likely not yet been touched by Covered California
- Approximately 1.2 Million nationwide subsidy-eligible consumers enrolled off-exchange without receiving subsidies
- Approximately 150,000 – 180,000 Californian subsidy-eligible consumers enrolled off-exchange without receiving subsidies

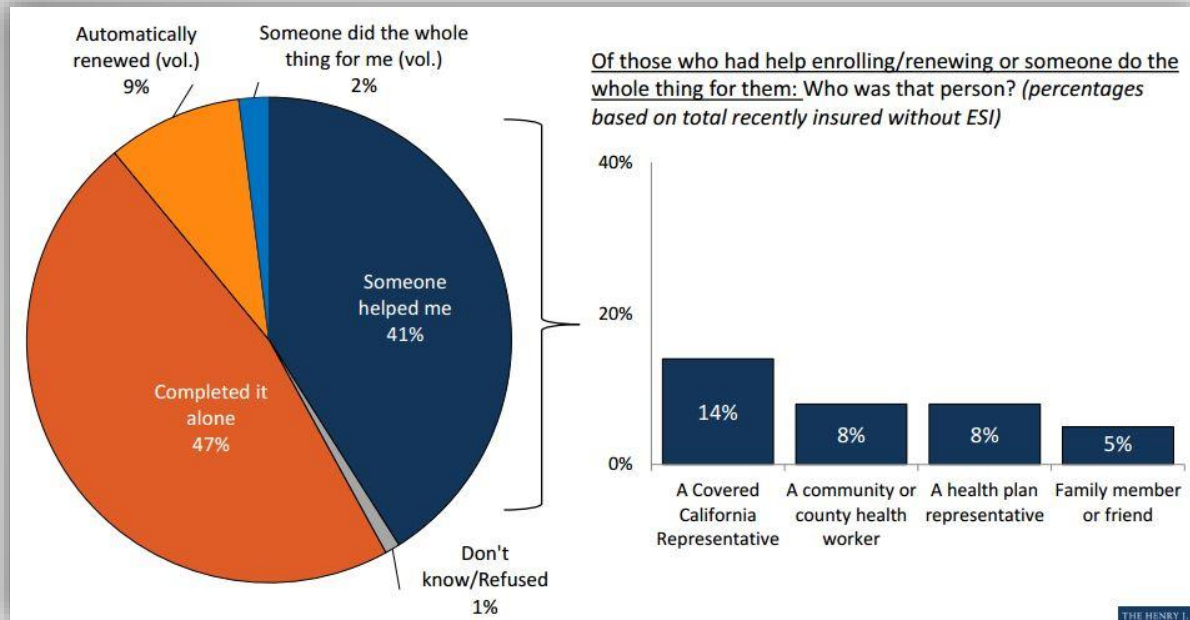
OPEN ENROLLMENT 2017



COVERED
CALIFORNIA

Open Enrollment Facts

- Many have received in person assistance with enrollment, and of those, most were assisted by a Covered California enroller



SOURCE: Kaiser Family Foundation California Longitudinal Panel Surveys

OPEN ENROLLMENT 2017



Open Enrollment Facts

- The statewide weighted average increase is 13.2 percent
- The increase is higher this OE because this is a transitional year
- Our three-year average increase is 7 percent. This is **lower** than pre-Affordable Care Act trends
- Nearly 80 percent of consumers will pay less or see a rate bump of no more than 5 percent if they switch plans
- This is why we are focusing more on encouraging consumers to shop for the plan that fits their budget

OPEN ENROLLMENT 2017



COVERED
CALIFORNIA

Service Center 2017 Open Enrollment Operating Hours

Agent Service Center

Phone: (877) 453-9198, agents@covered.ca.gov

CEC/PBE Help Line

Phone: (855) 324-3147

Small Business (CCSB) Service Center

Phone: (855) 777-6782, shop@covered.ca.gov

Hours of Operation:

Monday thru Friday, 8:00 a.m. to 6:00 p.m.

Saturdays and Sundays, Closed

Consumer Service Center

Phone: (800) 300-1506

Hours of Operations through January 28, 2017

Monday thru Friday, 8:00 a.m. to 8:00 p.m.

Saturdays, 8:00 a.m. to 6:00 p.m.

Sundays, Closed

Review the updated [Service Center schedule](#) for availability, extended hours of operation, and a full list of holiday closures throughout the Open Enrollment season.



OPEN ENROLLMENT 2017



**COVERED
CALIFORNIA**

What You Need To Know

- Beginning Wednesday, November 3 through mid-December, consumers who have not taken an active role in renewing their coverage will automatically begin to renew into 2017 coverage
- Remember, marketplace rates have changed - encourage consumers to Shop & Compare
- Review our [Renewal Tool Kit](#) for resources to help consumers through the renewal process
- Ensure to double-check that consumers have provided their [Consent for Verification](#) as you assist consumers this renewal season
 - If a consumer does not provide consent or it has expired, they will be renewed into coverage without tax credits

PASSIVE RENEWALS



MARKETING CAMPAIGN & BUS TOUR



Open Enrollment 2017 Cobranding

- Included the names and/or logos of health insurance companies available through Covered California.
 - Placement in: TV, Radio, Print, Digital, OOH
 - Logos are regionalized in some media channels

MARKETING CAMPAIGN & BUS TOUR

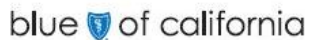


You may get coverage for less than COBRA!

Most people who enroll through Covered California get help paying for their health insurance. Find out if you can too. It only takes a few minutes.

Visit us online or call our knowledgeable experts for in-person help.

CoveredCA.com | 855.312.3234



Not all companies are available in all areas.



Print Ads



TOP HEALTH INSURANCE BRANDS
BRING YOU PEACE OF MIND

Amgen | blue of california | Health Net | Kaiser Permanente | CCA | OSCAR | Valley Health Plan | Western Health Advantage

At any age, a healthy life is a happy life. If you're looking for ways to live happily, a good health care plan is the best way to start. Covered California offers a choice of top-quality health insurance plans from brand-name companies at a competitive price. Find out your options today.

Enroll by December 15. Contact us and we'll help make sure you're covered.

It's more than just health care. It's Life Care.

CoveredCA.com/language | XXX.XXX.XXXX





BEING COVERED
IS THE BEST PLAN

Amgen | blue of california | CCA | Health Net | Kaiser Permanente | OSCAR | YHP | Western Health Advantage

The health needs of Californians are as unique as we are. That's why Covered California offers a choice of health insurance plans from brand-name companies. Our experts are available to help you select the right plan for you and find out if you qualify for health insurance at a lower cost.

Don't miss your chance to get covered. Enroll by December 15.

CoveredCA.com



IT'S LIFE CARE.



PREVENTIVE
CARE INCLUDED

It's like music to the ears

Why wait until you need a doctor before you see a doctor? All health care plans offered through Covered California include preventive care at no additional cost. Now, you can get services like annual check-ups, flu shots and both cancer and diabetes screenings without having to pay extra. That's definitely a song worth singing.

Don't miss your chance to get covered. Contact us today to enroll or find free expert help. Open enrollment ends January 31.

CoveredCA.com | 800.375.8355



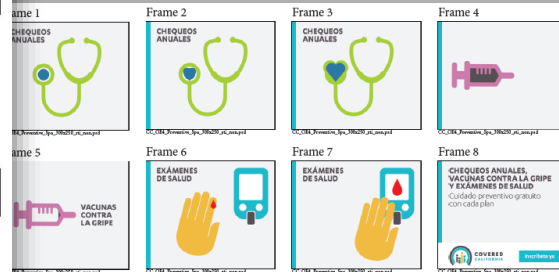
IT'S LIFE CARE.

MARKETING
CAMPAIGN &
BUS TOUR

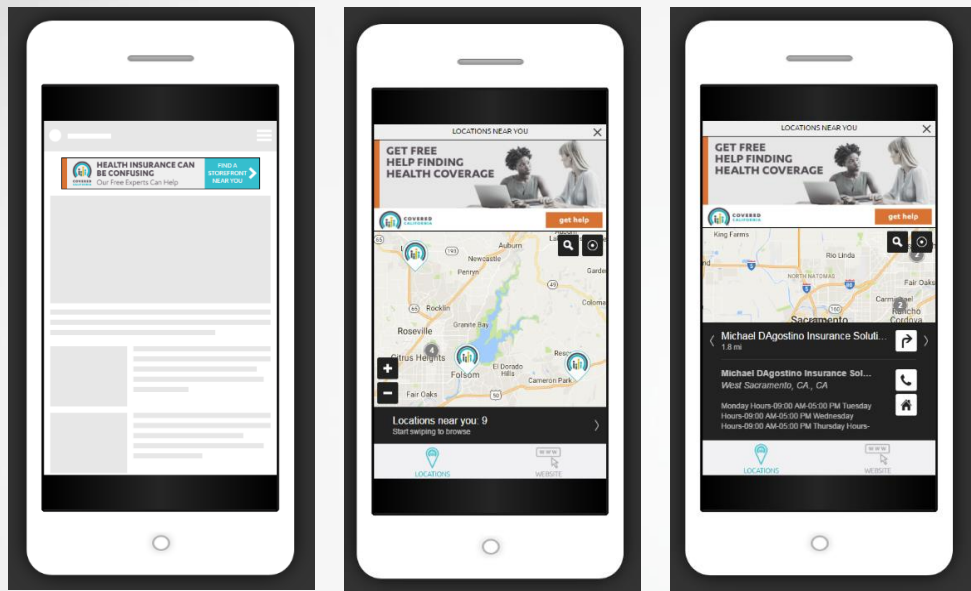


Digital Banners

MARKETING CAMPAIGN & BUS TOUR



MARKETING CAMPAIGN & BUS TOUR



Television Ad

The Scene (English)



Welcome to Answers - Updated



The Scene (Spanish)



MARKETING CAMPAIGN & BUS TOUR



Open Enrollment Bus Tour

November 12 – 20, 2016

Day 1: San Diego

Day 2: Los Angeles

Day 3: Los Angeles/
Riverside County

Day 4: Inland Empire/
Los Angeles County

Day 5: Bakersfield/Fresno

Day 6: Sacramento

Day 7: Oakland/San Francisco/
San Jose

Day 8: Santa Cruz

[View full schedule](#)



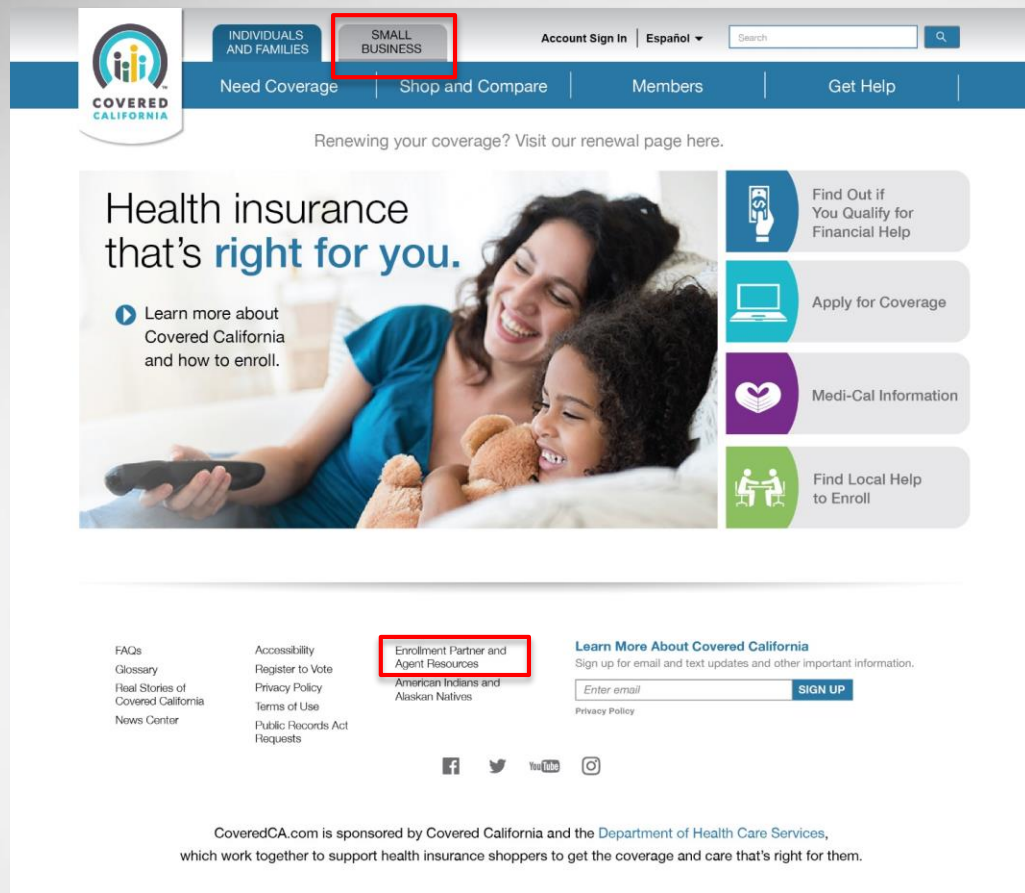
MARKETING CAMPAIGN & BUS TOUR



WEBSITE UPDATE



Fresh New Design



WEBSITE REFRESH



Fresh New Design


COVERED CALIFORNIA

INDIVIDUALS AND FAMILIES | SMALL BUSINESS | Account Sign In | Español | Search

Need Coverage | Shop and Compare | Members | Get Help

Home > Resources

Certified Insurance Agent and Certified Enroller Resources

 Certified Insurance Agents

 Partner Tool Kit

Coming Soon: Entity and Counselor tab. In the meantime, find resources here: [Entity and Counselor Portal](#)

FAQs | Glossary | Real Stories of Covered California | News Center | Accessibility and Nondiscrimination | Register to Vote | Privacy Policy | Terms of Use | Public Records Act | Requests | Enrollment Partner and Agent Resources | American Indians and Alaskan Natives

Get Important News and Updates

Sign up for email updates to get deadline reminders and other important information.

Enter First Name

Enter Email Address (Required)

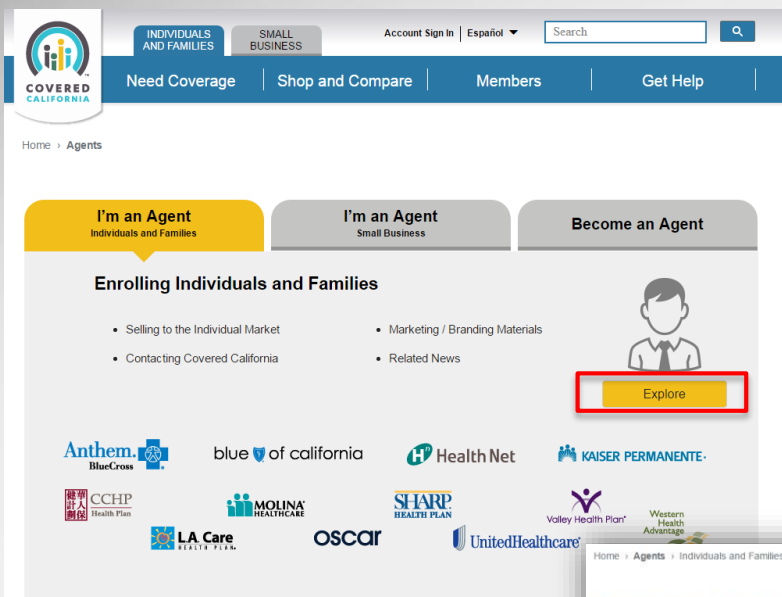
SIGN UP | [PRIVACY POLICY](#)

CoveredCA.com is sponsored by Covered California and the Department of Health Care Services, which work together to support health insurance shoppers to get the coverage and care that's right for them.

WEBSITE REFRESH



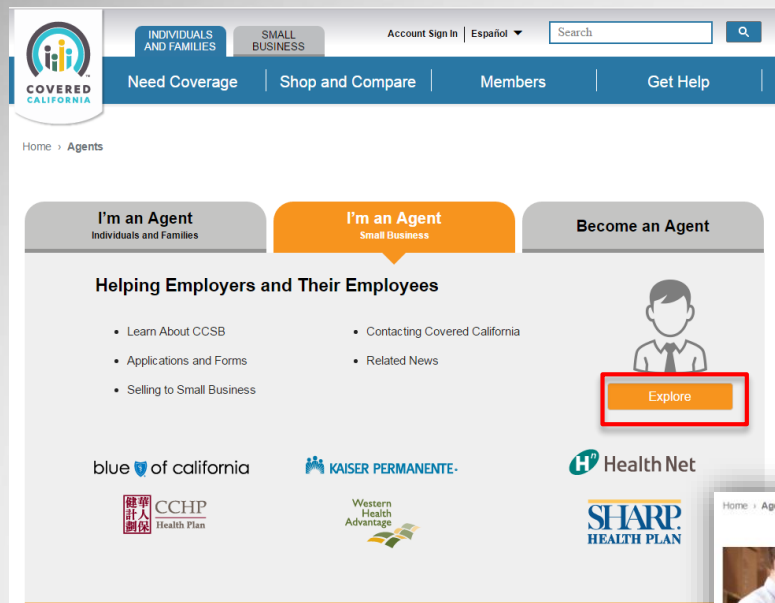
Fresh New Design



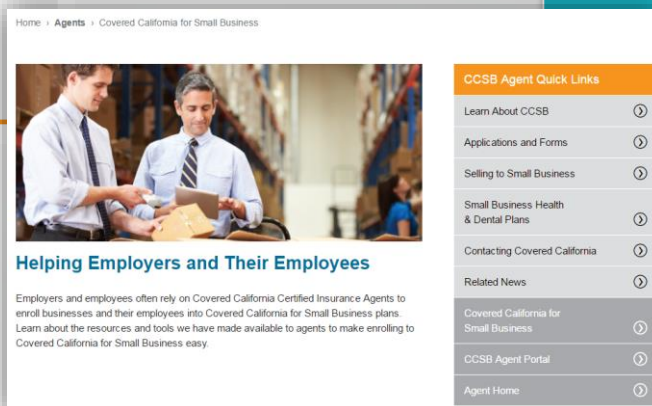
WEBSITE REFRESH



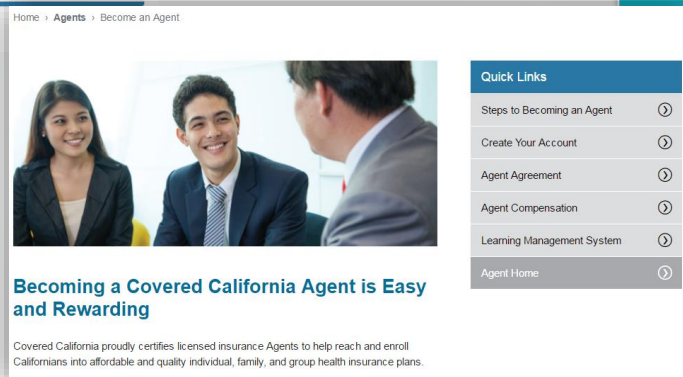
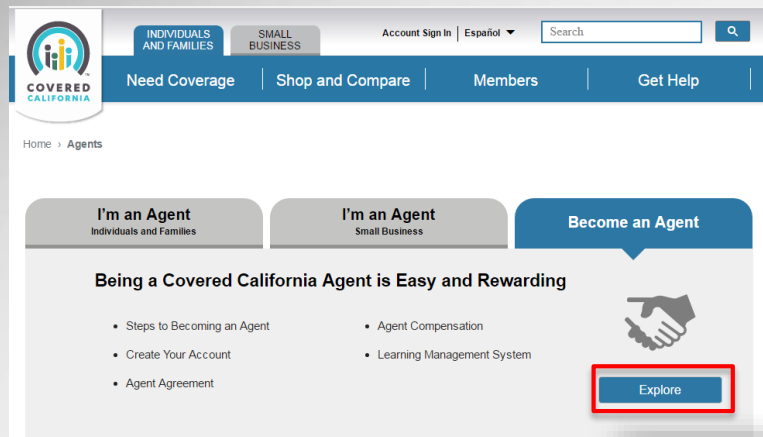
Fresh New Design



WEBSITE REFRESH



Fresh New Design



WEBSITE REFRESH

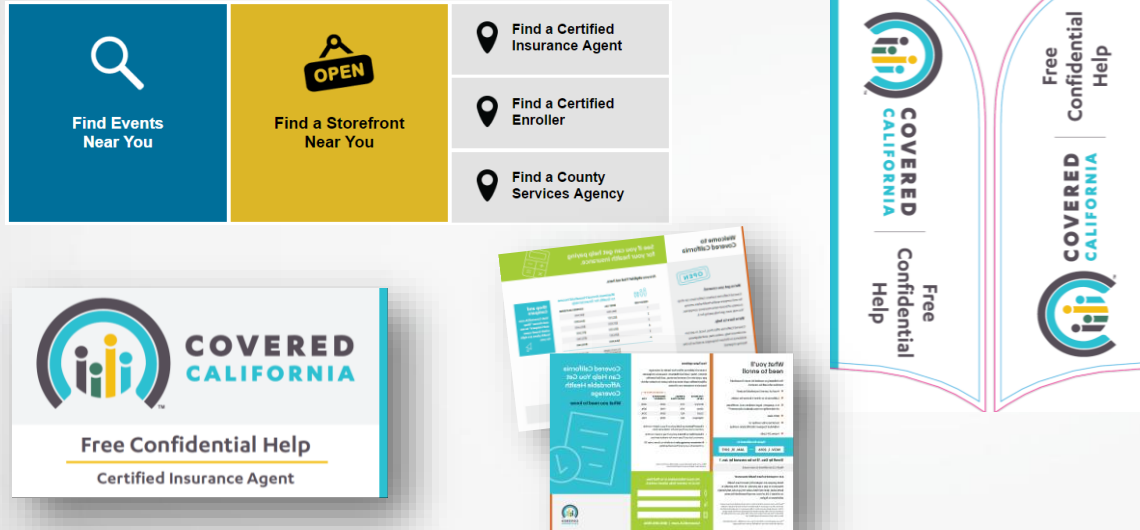


OPPORTUNITIES TO ENGAGE



Sales Tools

- Covered California Website: [“Find Local Help to Enroll”](#)
- Covered California [Storefront Program](#)
- Covered California [Events Web Page](#)
- Covered California [Collateral Materials](#)

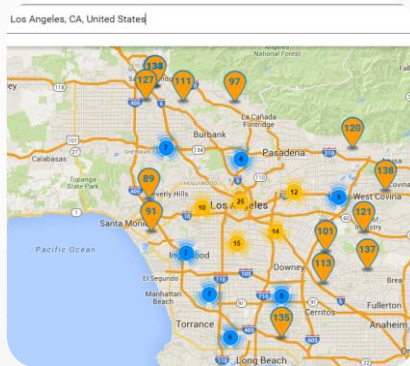


OPPORTUNITIES TO ENGAGE



Outreach and Sales Storefront Program

- **803** Storefronts
- Certified Insurance Agent or Certified Enrollment Entity brick and mortar offices
- Open year round to provide in-person enrollment assistance
- **Developing more** in hot zones where the uninsured eligible remains
- Storefront Finder Tool at <http://storefronts.coveredca.com/>
- [Become a Storefront](#)



OPPORTUNITIES TO ENGAGE



Tool Kits, Briefings and Alerts

COVERED CALIFORNIA

INDIVIDUALS AND FAMILIES | SMALL BUSINESS | Account Sign In | Español | Search

Need Coverage | Shop and Compare | Members | Get Help

Home > Resources

Certified Insurance Agent and Certified Enroller Resources

Certified Insurance Agents

Partner Tool Kit

Coming Soon: Entity and Counselor tab. In the meantime, find resources here: [Entity and Counselor Resources](#)

COVERED CALIFORNIA

Agent Alert

BREAKING NEWS FROM COVERED CALIFORNIA

August 11, 2016

Agent Briefing

NEWS FROM COVERED CALIFORNIA

July 29, 2016

Back with a Fresh New Design

We changed things up a bit. So, why did we change a good thing? We heard from you. Our new approach embraces what we know is important – delivery of concise and relevant content tailored to what Agents care most about. Ensure to add [Agents@covered.ca.gov](#) to your Safe Sender List to stay up on the latest news and updates from Covered California.

Director's Corner

Learn about the changes we are making to build a first-class Sales organization from [Kirk Whelan, Director of Outreach and Sales, and Covered California for Small Business](#) ->

Special Enrollment

FAQs | Glossary | Real Stories of Covered | Needs O

Accessibility and Nondiscrimination | Register to Vote | American Indians and

Enrollment Partner and Agent Resources | Sign up for email updates | Get Important News

Tool Kits for Enrollers

- 2017 Open Enrollment Tool Kit ▶
- 2017 Renewal Tool Kit ▶
- Webinars & Briefings ▶
- Agent Extranet Tool Kit ▶
- Social Media Tool Kit ▶
- Subsidy-Eligible Maps Tool Kit ▶
- Storefront Tool Kit ▶
- Small Business Tool Kit ▶

COVERED CALIFORNIA

2017 OPEN ENROLLMENT TOOLKIT

A "one-stop shop" for Open Enrollment information and resources in order to support Covered California members through the open enrollment process. Check back frequently for updates.

For renewal resources, view the 2017 Renewal Toolkit [here](#).

2017 Health and Dental Plans

Resource	Type	Description	Date Updated
Health Plans Booklet - 2017	Reference Document	Health insurance companies and preliminary plan rates (preliminary rates).	9/9/2016
Standard Benefit Design Chart - 2017	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.	9/9/2016
Family Dental Exclusions and Limitations	Handout	Summary of exclusions and limitations found in the adult dental plans.	10/12/2016
Covered California Plans & Benefits in PDF and Video - 2017	Webinar & Training Deck	Overview of the 2017 updates to Covered California Health and Dental Plans and Standard Benefit Design benefits.	8/18/2016
Regional Rates in PDF and Video - 2017	Webinar & Side Deck	Overview of the 2017 Regional Rate and Plan Information Booklet including statewide rate sheets from all 19 California Rating Regions.	8/25/2016
Prescription Drug Formularies	Guide	Prescription drug costs, according to metal tier, for all 2017 Covered California Individual health insurance plans.	10/3/2016
Health & Dental Plan Provider Directories	Index	Use these links to contact the Health and Dental Plans directly for more information on the provider directories.	10/25/2016

OPPORTUNITIES TO ENGAGE



ONLINE APPLICATION (CALHEERS) UPDATE



Consumer Transitions To Medi-Cal

“Carry Forward Status”

Covered California consumers who report a change and become eligible or conditionally eligible for MAGI Medi-Cal will retain their Covered California health plan enrollment until a County Eligibility Worker (CEW) makes a final eligibility determination.

- Intended to protect consumers from a gap in coverage
- Eligibility page will display “Carry Forward Status” info
- Consumers will receive a notice with details on status
- Advanced Premium Tax Credit (APTC), and/or Cost Sharing Reductions (CSR) will be maintained during “Carry Forward Status”

CalHEERS UPDATES



Consumer Transitions To Medi-Cal

“Carry Forward Status”

- If Medi-Cal eligible, CEWs will prospectively terminate Covered California coverage following the 15 day business rule
- After review, consumers will retain their enrollment status with their same Covered California health plan (APTC may be updated) if deemed ineligible

CalHEERS UPDATES



Self Employment and Projected Annual Income

- New question added: How Often?
 - Monthly or Annual values
- New text to guide user in entering the correct income

Add Self - Employment Income

Household member ¹⁵

Type of work ¹⁶

How often ¹⁷

¹⁸ You can enter your income in the Net income field below if you know how much you make. You can also use this calculator to help determine what to enter.

If you selected that you get paid monthly above, be sure to enter monthly income and expense amounts below. If you selected annual income above, be sure to enter your yearly income and expense amounts below

CalHEERS UPDATES



Self Employment and Projected Annual Income

- Now displays Net Income (Amount of Gross Self Employment Income minus Gross Self Employment Expenses)
- Navigates user to the IRS Schedule C form in a new window
- Allows user to overwrite calculation of Net income

Enter your Gross Self Employment¹⁹ Income in this field. This is your income before any expenses related to Self Employment.

Enter your Gross Self Employment²⁰ Expenses in this field. This is your expenses related to Self Employment.

Use [this link](#)²¹ if you want more help determining your Net income (line 31 on the Schedule C).

How much net income (profits after expenses) will this person get from this source this <Frequency> (\$):²²

CalHEERS UPDATES



APTC Calculation Update

- Annual APTC amount was calculated based on a full benefit year
 - Consumers received too much or not enough APTC
- APTC calculations only consider applicable coverage months for a benefit year based on coverage start date
 - A month in which the consumer is enrolled in a Qualified Health Plan and eligible or conditionally eligible to APTC for the entire month
 - Example: If APTC changes occur during the year, monthly amounts are recalculated and applied only to future months
 - Helps avoid end of year surplus or deficit amounts

CalHEERS UPDATES



APTC Slider

- New text gives details on use of tax credits as a monthly advance or annual credit
- New display simplifies use of slider and clearly displays APTC amounts

Your federal tax credit

You qualify for Advanced Premium Tax Credit (APTC), which you can use to help pay for your health insurance.

There are two ways to apply your tax credit:

As a monthly advance

As an annual credit

You can choose to have some or all of your tax credit paid in advance directly to your insurance company. It will cover a portion of your insurance premium every month.

Pro: You will pay a reduced monthly premium.

Con: If your income increases, that might reduce the amount of your tax credit - and you could owe money at tax time.

This will send some or all of your tax credit to your next year's federal tax return. This will reduce the amount of tax you owe, or increase your refund.

Pro: You won't run the risk of having to repay it at tax time, as you would with the monthly option.

Con: You'll pay the full premium for your health plan each month.

1

2

CLOSE

ADJUST TAX CREDIT

Your federal tax credit

To choose how you'd like to receive your credit, move the slider and click "Confirm".

Monthly Tax Credit
\$ 169.38

Amount per month credited towards Next Year's Tax Return
\$ 167.25

How did we come up with this amount?

- The tax credit listed here is a projection, based on the annual income you estimated when you began the enrollment process.
- The amount of tax credit you'll actually receive will be based on the income you declare in your 2016 tax return.
- If your actual income on your 2016 tax return is higher than the estimate you provided during the enrollment process, you might end up qualifying for a smaller tax credit - or no tax credit at all.

1

2

CLOSE

CONFIRM

CalHEERS UPDATES



Auto Disenrollment Due to Verification Inconsistencies

- CalHEERS will ***automatically*** discontinue consumers conditionally eligible for Covered California coverage due to inconsistencies
- Consumers have 95 days to submit requested documents
 - Known as the Reasonable Opportunity Period (ROP)
 - ROP will expire for consumers conditionally eligible for:
 - Citizenship
 - Lawful Presence
 - Incarceration
 - Deceased

CalHEERS UPDATES



Auto Disenrollment Due to Verification Inconsistencies

- An eligibility determination displays on the **Eligibility Results** page:
 - *You qualify for only _ days because the information you put on your application does not match the information in the records we checked. To Keep your health insurance, you must submit the following documents by _.*
 - CalHEERS displays all outstanding verifications needed
- A notice will be generated 45 days prior to household's earliest ROP expiration date unless entire household is in Carry Forward (up to 3 reminder notices)
- Agents will have access to an Inconsistency File to track consumers that need to submit documents

CalHEERS UPDATES



Agent & CEC Portals – Updatable Security Profile

- No need to call the service center for updates or changes
- Agent/CEC portal password

Customer Service 1-800-300-1506 | Online chat | **My Profile** | Logout | Secure Mailbox | Enroll

Delegations Account

Agent Portal

Quick Links

Pending Delegation Requests

My Profile

Start New Application

Enrollment Dashboard

Indicates a required field

▼ User ID & Password

Username uatkenny1

Current Password ?

New Password ?

Re-enter Password : ?

[Reset Security Questions & Answers?](#)

CalHEERS UPDATES



Agent & CEC Portals – Updatable Security Profile

- Reset their Security Questions and responses
- Reset their PIN

SECURITY QUESTIONS
We will use your security questions and answers to confirm your identity at times when extra safety is needed.

Security Question1

Answer1

Security Question2

Answer2

Security Question3

Answer3

Electronic PIN

To reset Electronic PIN Please enter new 4 digit new PIN code.

New PIN

Re-enter New PIN

CalHEERS UPDATES



Agent & CEC Portals – Updatable Security Profile

- Register for [One Time Passcode](#) or opt-out at any time

▼ One Time Passcode

If you wish to register or update your One Time Passcode, email address or cell phone number, please click the 'Edit' button.

Email Address

Cell Phone Number

Edit

Email Address Registration

The email address currently associated with your account is prepopulated below. You may update your account email address or add a new email address by entering it here.

Email Address

Confirm Email Address

Send Email

Cell Phone Number Registration

To verify your identity through text message, enter your cell phone number.

Cell Phone Number

Please note that standard text message rate applies.

Send Text

☒ Check this box if you do not wish to use your email address or cell phone number for login assistance

CalHEERS UPDATES



Agent & CEC Portals – Enhanced Search

- Integrated Sort and Filter Capabilities
- Search for consumers who need to complete renewal or plan selection

The screenshot displays the 'Active Consumers' search page. At the top, the Covered California logo and contact information are visible. Below the navigation bar, the search section includes fields for First Name, Last Name, Application Type, Issuer, Current Status, Next Steps, Enrollment Status, and Application Year. Red arrows point to the open dropdown menus for Application Type, Current Status, Next Steps, Enrollment Status, Issuer, and Application Year, showing their respective options.

Application Type

- Select Application Type
- Subsidized
- Unsubsidized

Current Status

- Select Current Status
- Application Not Started
- Application In Progress
- Application Withdrawn
- Case Inactive
- Renewal Opt Out

Next Steps

- None
- ROP Expiring
- Complete Report a Change
- Complete Plan Selection
- Complete Renewal

Enrollment Status

- Select Enrollment Status
- Pending
- Enrolled
- Terminated
- Cancelled

Issuer

- All Health Issuers
- All Dental Issuers
- QHP only
 - Health Net-HMO
 - Anthem
 - Health Net-PPO
 - Blue Shield
 - Kaiser Permanente
 - Oscar
 - SHARP Health Plan
 - Valley Health
 - Chinese Community
 - Western Health
 - LA Care Covered
 - Molina Health Care
- QDP only
 - Anthem
 - Blue Shield
 - Delta Dental
 - MetLife - PPO/EPO

Application Year

- Select Year
- Last Year
- Current Year
- Next Year

CalHEERS UPDATES



Agent & CEC Portals – Enhanced Search

First Name

- Filtering by **First Name** returns Active Consumer delegations based on the first name entered; enter a few letters or a complete name.
 - Example: A search for “Joh” may return results for “John B,” “Johnathan S,” and “Johnny T”
 - This search does not return results for Jonathan A
 - When an application is available, the result is based on the Head of Household

Last name

- Searching on **Last name** returns all Consumer Active Delegation records based on the last name entered; enter a few letters or the complete last name.
 - Example: A search for “Bla” returns results for “T Blande,” and “S Black”
 - Search for “Ack” returns results “T Ackerman” not “J Tack”
 - When an application exists, the result is based on the Head of Household

CalHEERS UPDATES



Shop & Compare Tool

CalHEERS UPDATES

[Back to preferences](#)

HEALTH PLANSDENTAL PLANSCART 0

Browse Health Plans

36 plans for 1 adult in ZIP code 95630.

Coverage could start as early as 01/01/2017.

Monthly premiums displayed have been reduced by your estimated monthly tax credit of \$165.00.

Sort By

Total Expense Estimate

123>

Filter By

Plan Type

☐ HMO

☐ EPO

☐ PPO

Plan Features

☐ HSA Compatible Can be used with a Health Savings Account

Metal Tier

☐ Platinum: highest premiums, lowest out-of-pocket costs


☐ Gold: higher premiums, lower out-of-pocket costs

☐ Silver: lower premiums, moderate out-of-pocket costs

☐ Bronze: lowest premiums, highest out-of-pocket costs


☐ Minimum Coverage:

ADD TO CART


Kaiser Permanente
Bronze 60 HMO
BRONZE HMO
Monthly Premium \$90.01
after \$165.00 tax credit
Primary Care Visits \$75
Generic Drugs 100%
Yearly Deductible \$6300 / \$500 (May Not Apply)
Total Expense Estimate Lower
Quality Rating ★★★★★


☐ COMPARE

ADD TO CART


Kaiser Permanente
Bronze 60 HDHP HMO
BRONZE HSA HMO
Monthly Premium \$92.11
after \$165.00 tax credit
Primary Care Visits 40%
Generic Drugs 40%
Yearly Deductible \$4800 (May Not Apply)
Total Expense Estimate Lower
Quality Rating ★★★★★


☐ COMPARE

ADD TO CART


Anthem BlueCross
Bronze 60 HDHP EPO
BRONZE HSA EPO
Monthly Premium \$119.39
after \$165.00 tax credit
Primary Care Visits 40%
Generic Drugs 40%
Yearly Deductible \$4800 (May Not Apply)
Total Expense Estimate Lower
Quality Rating ★★☆☆☆


☐ COMPARE

ADD TO CART


Anthem BlueCross
Bronze 60 EPO
BRONZE EPO
Monthly Premium \$125.35
after \$165.00 tax credit


☐ COMPARE

ADD TO CART


Western Health Advantage
Bronze 60 HMO
BRONZE HMO
Monthly Premium \$126.22
after \$165.00 tax credit

☐ COMPARE

ADD TO CART


Western Health Advantage
Bronze 60 HDHP HMO
BRONZE HSA HMO
Monthly Premium \$136.21
after \$165.00 tax credit

☐ COMPARE



Help Us Get To

BECAUSE **DEMOGRAPHIC DATA**
IS THE **KEY TO OUR SUCCESS**



“Optional Data” page in CalHEERS consists of four valuable questions and takes less than one minute to complete

- 90% of unassisted consumer enrollment contain the optional demographic information
- 63% of agents fill out the optional data

Here’s Why

- Answers help Covered California understand who is getting insured, and more importantly, who remains uninsured
- We can provide resources (targeted [Heat Maps](#) and sales tools) to our partners to better assist them in finding and enrolling the uninsured throughout the state
- Helps us determine if there are gaps in services
- Use in conjunction with our carrier partners to promote integrated and targeted outreach strategies and increase investments in reaching the remaining uninsured

Help Us Get to 80% – Don’t Skip on the Data

WE NEED YOUR HELP THIS YEAR!



CERTIFICATION WITH COVERED CALIFORNIA



Warning

Keep Your Covered California Certification Status – Agents

- Deadline: November 1 to sign or respond to a request to sign the amended Agent Agreement electronically via DocuSign®.
- Questions? Contact AgentContracts@covered.ca.gov regarding your amended Agent Agreement.
- If you have sent corrected information to AgentContracts@covered.ca.gov, don't panic!
 - We are in the process of resending corrected Agent Agreements.
 - You will not be decertified for submitting your contact after the November 1 deadline.

CERTIFICATION WITH COVERED CALIFORNIA



Warning

Keep Your Covered California Certification Status – Certified Enrollment Counselors

- December 31, 2016 is the deadline to complete the 2016 – 2017 Recertification Training with Covered California.
- Counselors who do not successfully complete their Recertification Training and pass the exam by the deadline will be deactivated.
- Questions? Contact your Primary Contact at your affiliated entity regarding your recertification.

The Primary Contact of each entity can check the **recertification status of each of their counselors** by referring to the Training Dashboard in IPAS: <https://ipas.ccgrantsandassistors.org/>

CERTIFICATION WITH COVERED CALIFORNIA



QUESTIONS?

OutreachandSales@covered.ca.gov



THANK YOU!

OutreachandSales@covered.ca.gov

